

**Abstract**

A method, system, and user apparatus for helping a user, such as a disabled person, to use paper processing equipment like photocopiers and sorting machines. Accordingly, a call for help is received at a remote service bureau; a user profile is checked to find out things like user disabilities; an equipment profile of the user is checked to determine what different types and models of paper processing equipment the user has; and then interactive assistance is provided to the user from the remote service bureau such that the interactive assistance is based at least partly upon the user profile and the equipment profile.